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## Welcome to our December 2018 Newsletter

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### National:

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- n. PCSE December Bulletin

### REGIONAL:

#### A. CHRISTMAS EVE AND NEW YEARS EVE SUB-CONTRACTING ARRANGEMENT

By now practices that have opted-in should have completed their sub-contracting arrangement information form and returned it to the LMC office along with the £100 payment (any surplus will be donated to charity.)

We can confirm that 85 practices have signed up across LLR.

Key things to remember are:

- Practices are required to provide an on-call number of a clinician or appropriate member of staff. This is in case DHU need to access a patients records, whilst this is unlikely to happen, DHU will be covering core hours, NHS England have stated that practices 'need to be meeting the reasonable needs of patients'
- **Practices that have 'opted-in' need to divert their phones to DHU at 4.00pm on Christmas Eve and New Year's Eve – telephone number 0845 045 0411.**
- Practices need to ensure that their phones are then diverted to NHS 111 at 6.30pm on the above days.

#### B. SEASONS GREETING FROM ALL AT LLR LMC

# NEWS FROM YOUR LOCAL MEDICAL COMMITTEE



The Leicester, Leicestershire and Rutland Local Medical Committee would like to wish all our members a Merry Christmas and a Happy New Year.

We will be open as usual during the festive period but closed on Christmas Day, Boxing Day and New Year's Day.

## C. UPDATE FROM LLR LMC ANNUAL GENERAL MEETING

LLR LMC's Annual General Meeting was held on Wednesday 21<sup>st</sup> November 2018 with Dr Richard Vautrey (Chair of General Practitioners Committee, BMA) as our key note speaker.

Dr Richard Vautrey's presentation was titled "*General Practice: The Foundation for the NHS long term plan*" which highlighted issues GPs face such as funding and workload.

The presentation can be viewed on our [website](#).

## D. LMC ENGLAND CONFERENCE 2018

The LMC England Conference took place on Friday 23<sup>rd</sup> November 2018. Many key themes were discussed such as the GP Partnership review, GP at Hand and Premises.

Dr Richard Vautrey (GPC Chair of the BMA) delivered his key note speech to all present with his focus on the changes that need to be made to build a more resilient General Practice.

The conference gave a further insight into the issues all LMC's across England face and we look forward to hearing the outcomes of the motions that were carried forward.

An update from the GPC on the LMC Conference can be found in our National section.

## E. LLR LMC MEETING WITH MICHELE HURST (CQC)

The LMC will be meeting with Michele Hurst of the CQC at the end of January to form better working relationships with the CQC and to learn about themes and issues in relation to CQC inspections.

If you have anything you would like us to raise with the CQC, please make us aware by emailing [enquiries@llrlmc.co.uk](mailto:enquiries@llrlmc.co.uk) and we will incorporate this into our meeting.



## F. LLR LMC EVENTS 2019

We are working on finalising our event schedule for the first half of 2019.

Topics will include:

- Complaints Workshop (aimed at Practice Managers)
- Changes to GMS Contract 19/20
- Contracting – What is a contract?
- Property Management Issues
- Important Issues relating to Core Contracts

We hope to release full details shortly.

#### G. ADDITIONAL WORKLOAD SSAFA AVS AUDIT OF RECORDS AND NOTES REPATRIATION

We are aware that some practices have received medical records relating to 'Additional workload SSAFA AVS audit of records and notes repatriation.' The amount of records varies completely but we understand that this will result in additional work for practices.

The LLR LMC has since written to the CCGs highlighting that this is not contractual work for practices as this is as a result of failure on part of a commissioner service for home visiting.

We have asked that the CCGs look at what NHSE did when there was a similar national problem and have asked that records are not sent to practices until there is clarity on the matter.

#### H. KEY THEMES SHARED BY NHSE COMPLAINTS TEAM

The NHS England complaints team, Cathie Cunnington (Complaints Manager, NHSE) has shared December key themes which could be beneficial to the wider GP Community:

- Effective communication with patients
- Good record keeping
- Regular update of practice websites

#### I. NHS EAST MIDLANDS LEADERSHIP ACADEMY

The NHS Leadership Academy have published a new update for December.

To view this, please visit our [website](#).

#### J. SCREENING AND IMMUNISATION TEAM UPDATE

The Screening and Immunisation Team for NHS East Midlands and Central have released their latest bulletin.

This edition includes information on:

- Current flu season aTIV (Fluad) supplies
- Current flu season QIV vaccine supplies
- Adult flu vaccine ordering 2019/20
- Care home vaccination coverage
- Adult flu vaccine ordering 2019/20
- Rabies vaccine - post-exposure
- Vaccine Update November 2018 issue
- PCV13
- PGD webpages

The full bulletin can be found on our [website](#)

#### K. LMC BUYING GROUP

The LMC Buying Group's [December Newsletter](#) has now been published for your information.

#### L. INFORMATION FROM THE GPDF

The GPDF have released information commissioned by Penningtons Manches LLP covering two topics which have been of interest to LMCs and Practices.

- [Responding to Witness Summons and Court orders](#)
- [E-Signatures](#)

#### Shared Learning and Issues raised with the LMC this month:

##### A. Insurance Companies

Recently, the LMC have had queries from practices where they have been asked to provide full patient

medical records to an insurance company instructed by solicitors.

The BMA guidance on this matter states: “we would like to make it absolutely clear that this guidance relates to SARs for insurance purposes only. Under the GDPR, an individual is entitled to make a SAR via a third party, for example, a solicitor acting on behalf of a client. The ICO’s guidance is that such requests, where the third party is acting on behalf of a patient, are appropriate. NOT insurance companies. The ICP has drawn a clear distinction between this practice, where third party can be seen as an agent of the patient, and insurance companies’ use of SARs.”

The full guidance can be found [here](#).

## **B. Falsified Medicines Directive**

The Falsified Medicines Directives comes into force on 9<sup>th</sup> February 2019. The GPC Medicines Management Policy Group have released information on the matter which can be found on our [website](#).

## **C. Verbal Complaints Policy**

LLR LMC have received queries regarding an appropriate timeline for responding to a verbal complaint made to a practice and whether the complaint must be logged on a practices complaint register.

The NHS Complaints team advise: Verbal complaints have no specific timelines, but the complainant should be kept informed and answered promptly.

Furthermore, the process for written complaints could be followed: Acknowledgment of the complaint should be sent within 2-3 days and a full response should be sent to the complainant within 40 working days. Practices should also inform the complainant about the timelines they follow, and all complaints should be logged on Datix or equivalent

## **D. Staff Members Discussing Relatives Medical Care**

If a member of practice staff has been asked by their relative (a registered member at their practice) to be able to discuss matters relating to their care, the member of staff should be treated as if they were a non-member of staff. The practice should obtain written consent from the patient. The practice should not discriminate based on someone working at the practice.

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## **NATIONAL:**

### **M. LMC ENGLAND CONFERENCE 2018 – GPC UPDATE**

The GPC have released a document with the outcomes from the LMC England Conference 2018.

The document includes conference resolutions, election results and motions lost.

The document can be found on our [website](#).

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### **N. PCSE DECEMBER BULLETIN**

Primary Care Support England have released their December bulletin.

This month’s edition includes updates on:

- Medical Records
- Supplies
- Christmas and New Year CitySprint Collections and Deliveries
- Open Exeter – Keeping your Email Addresses Updated
- Round-up of GP Service Changes and Improvements in 2018

- Looking Forward to 2019 – Latest on Transformation
- National Engagement Team – Update
- Customer Support Centre (CSC) Opening Hours

The full bulletin can be found on our [website](#).

## O. INVOICE FRAUD TARGETING GP PRACTICES

NHS England Counter Fraud Team have released an alert for Practices who may be targeted by invoice fraud.

To view this alert please visit our [website](#).

## P. FINAL PAY CONTROL

Final Pay Control was introduced in 2015 from 1 April (in England, Wales and Northern Ireland and from 1 July 2014 in Scotland) a penalty may be applied to an NHS Employing Authority, including GP practices, where a scheme member is awarded an increase to pensionable pay which exceeds an ‘allowable amount.’

Although it was not well publicised, the BMA have released [guidance](#) for anyone who may meet the following criteria:

- Applies to Officer and Practice Staff members of the 1995 Section of the NHS Pension Scheme, including 1995/2015 transition members. This includes non-GP Partners.
- Applies to pay rises above a certain level (Inflation plus 4.5%) in the 3 years prior to retirement.
- Base year pay is based on pay from the year commencing on the date 4 years prior to retirement

## Q. UPDATE FROM NHS ENGLAND

NHS England has published a new consultation on further items which should not be routinely prescribed in primary care as well as publishing new guidance on evidence-based interventions and the prescribing of gluten free foods.

- [National Public Consultation](#)
- [Evidence-Based Interventions](#)
- [Prescribing Gluten Free Foods in Primary Care](#)

## R. CAPSTICKS – 5 YOP TIPS TO AVOID UNEXPECTED AGENCY FEES

Many GP practices are turning to employment and recruitment agencies to provide locum GPs or nurse practitioners as temporary workforce solutions.

Although agencies must comply with The Conduct of Employment Agencies and Employment Businesses Regulations 2003, practices can be caught out by unexpected charges when agencies claim for “introduction”, “placement” or “transfer” fees in respect of locum staff.

To view Capsticks 5 top tips to avoid unexpected agency fees, please click [here](#).

## S. WINTER INDEMNITY SCHEME

As some of you may be aware, NHS England have agreed to run the Winter Indemnity Scheme from 1<sup>st</sup> October 2018 – 31<sup>st</sup> March 2019.

Matt Mayer, GPC England's policy lead on workload, has written a [blog](#) which will guide you through the Winter Indemnity Scheme.

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**T. WEBINAR ON ITEMS THAT SHOULD NOT BE ROUTINELY PRESCRIBED IN PRIMARY CARE**

As part of their [latest consultation on items which should not routinely be prescribed in primary care](#) NHS England and NHS Clinical Commissioners are hosting a webinar (online meeting) to outline proposals for updated CCG guidance, including more effective, safer and/or cheaper alternative items. It will also provide GPs and other prescribers with an opportunity to ask questions and share their views on the proposals.

To book your place, please visit the [NHS England website](#)

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**LMC CONTACT DETAILS:**

Telephone: 0116 2962950

Email: [enquiries@llrlmc.co.uk](mailto:enquiries@llrlmc.co.uk)